



EUROGIRO

News

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4 / November 2004

Eurogiro welcomes Nova Banka as a new member in Bosnia and Herzegovina

Eurogiro now includes Bosnia and Herzegovina on the Eurogiro world map as Nova Banka AD Bijeljina signed a membership agreement with Eurogiro Network A/S on 8 October 2004.

Nova Banka has a full banking licence and is a member of the domestic clearing, offering universal banking activities. The bank ranks 1st in the number of transactions on the National Payment System and its total points of sale are 324 of which 51 are bank branches and 273 are post offices. The banking sector in Bosnia and Herzegovina is advancing further year by year. During 2003 consolidation of the banking sector continued by way of mergers and takeovers and the majority of the capital held in the banks is now from foreign sources. The growth of the banking sector in the country is rapid due to increased local savings and credit lines.

It is worth mentioning that Nova Banka maintains a high level of growth above the market average, producing positive financial results that keep the bank at the top of the banking sector in Bosnia and Herzegovina. Constant change and adaptation became a way of life in Nova Banka where shareholders and management recognised the scope for reform of the banking sector and the need for mergers and acquisitions. One example was the takeover of Agroprom Banka Banja Luka in 2003. Nova Banka intends to maintain an all-



round development strategy that will improve the bank's position in the local banking market. During 2003 shares of Nova Banka were among the top five liquid securities in the stock market, having trade volume of 1,717 million BAM

The initial network of the bank covered the cities of Bijeljina, Brčko and Zvornik and, in line with the capitalisation of the bank in 1999, the branches in Banja Luka, Srpsko Sarajevo, Doboj and Trebinje were established. Thus, in geographical terms, priority was given to the territory of Republika Srpska. There are many reasons for this but, primarily, regulations integrating the market within Bosnia and Herzegovina were incomplete and contradicting. The opening of branches in the entire Federation of Bosnia and Herzegovina became possible only after the transfer of payment systems to commercial banks and later a removal of regulatory obstacles, so the development started only at the end of 2001. The further development of the network was based on initial presence in big centres such as Sarajevo, Mostar and Tuzla where even a small market share provided for profitable operation of branches.

Initially Nova Banka offered only a few products:

- short term loans to corporate sector
- international payments for corporate and retail clients
- provision of letters of guarantee
- assistance on behalf of USAID SMEs credit line

New products and newly developed markets provided an initial surge in growth and devel-



Handshake at the signing ceremony; from right Milorad Andzic, Director and CEO, Nova Banka and left, Uwe Holmsgaard, IT Director, Eurogiro Network

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Eurogiro News is a magazine for the promotion of information, ideas and knowledge within the Eurogiro community.

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Printed by: Schultz Grafisk

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Final editing: Nov 2004
ISSN: 1727-7442

The Eurogiro network is an international electronic payment network and is the only electronic cross-border payment system which covers both postal and bank products.

Eurogiro has 41 member institutions. Although Western Europe is the core area, Eurogiro now spans five continents. The electronic payment system of Eurogiro is administered by Eurogiro Network A/S in Copenhagen which also provides the organisational framework for the further development of the co-operation. The company is owned by 12 European members.

Eurogiro Member institutions:

Afghanistan: Afghanistan International Bank
• Austria: PSK/BAWAG • Belgium: Financial Post • Bosnia & Herzegovina: Nova Banka • Brazil: Empresa Brasileira de Correios e Telégrafos • Canada: National Bank of Canada • Cape Verde: Correios de Cabo Verde • China: China Post • Croatia: Hrvatska Posta • Czech Republic: CSOB a.s. • Denmark: Sydbank A/S • Egypt: Commercial International Bank (Egypt) S.A.E • France: La Poste • Germany: Deutsche Postbank AG • Greece: Hellenic Post • Hungary: Magyar Posta • Iceland: Iceland Post • Ireland: An Post • Israel: Israel Postal Authority • Italy: Poste Italiane • Japan: Japan Post, Postal Savings Business Headquarters • Latvia: Latvia Post • Luxembourg: P & T • Morocco: Barid Al Maghrib • Netherlands: ING Bank N.V./Postbank N.V. • Poland: ING Bank Slaski • Portugal: CTT Correios • Romania: Banc Post and Posta Romana • Senegal: La poste • Slovakia: Postova Banka • Slovenia: Postna banka Slovenije d.d. • Spain: BBVA and Correos y Telégrafos • Switzerland: Swiss Post Postfinance • Togo: Societe des Postes du Togo • Tunisia: La Poste • Turkey: General Directorate of Post • United Kingdom: Alliance & Leicester Commercial Bank Plc. • USA: Deutsche Bank • Serbia & Montenegro: Postal Savings Bank.

Continued growth in the Eurogiro member base

In October Eurogiro experienced further expansion by welcoming Nova Banka to the Eurogiro co-operation.

■ We are happy to welcome and introduce our new member from Bosnia and Herzegovina, Nova Banka, in this issue of the Eurogiro Newsletter, as we are happy to bring a profile of our recent members from Poland, ING Bank Slaski. Kazakhstan Post has contributed with an article providing information on activities within the Post, while they are considering potential membership of Eurogiro to strengthen their position within financial services.

Our members in Hungary and Turkey give you an update on their marketing activities, which may well prove to be a source of inspiration.

Mr Adrian Sem from Swiss PostFinance provides information on development within a specific area of the payment industry, namely Electronic Bill Presentment and Payment (EBPP), an area which we are convinced will have an important place in the future payment industry. In Eurogiro we are following this area closely to be ready to react when opportunities for introducing other interesting topics are covered in articles from members and business partners, and we hope you will find the topics interesting and of relevance for you and your organisation.



*Søren Rose,
Editor-in-Chief and
Deputy Managing
Director*

C O M M E N T A R Y

New Eurogiro application development

The Eurogiro Board has approved the budget for the third generation of the Eurogiro application – known as the ELS.

■ The main purpose of the application development is to keep the cost of the platform and network down and to support the new emerging technologies. The ELS will still be a valuable alternative to the SWIFTNet solution and the only solution for many of the existing members and prospects.

With the increased request for connections to other partners, acquisition of Compaq by HP and the announced production stop of the Alpha processor within few years it is the right time to modernise the ELS application. The new application will be developed to run on the existing ELS platform and also on other selected platforms.

Eurogiro will make a review of the current functionality in the application. Services that are no longer being used will be removed. At the same time we will request that the new application supports all the pending requirements we have from our Members.

Eurogiro has invited our Members to participate in the requirement analysis and design phase for the new ELS application. We will run a Design Workshop in Copenhagen in December with our Members, the support team and the new software vendor.

The new application is expected to be released for production October 2005 and the Members will have a migration period of 9 months.



opment of Nova Banka, as management later decided to introduce new products and tech-

nologies in order to diversify and thereby implemented:

- National Payment System
- long term lending to corporate sector in collaboration with international organizations
- export trade financing
- payment cards issuing and acquiring
- e-banking
- Western Union Money Transfer
- buying and honouring foreign cheques
- letters of credit
- deposit and lending products in retail
- brokerage of stocks and bonds

Such developments brought a vertical segmentation of business lines in the corporate and retail sectors, and enabled the establishment of a more complex organisational structure of the bank. Recently, Nova Banka has moved from a narrow market segment in every sense to market diversification, creating the stable basis for viable growth and development in the future, of which membership of Eurogiro is the latest step. In July 2003 the bank also certified its Quality Management System in accordance with ISO 9001:2000 norms. Certification was conducted by Austrian National Certification and Quality Control Organization OQS.

Furthermore the bank holds a long term agreement on national payment systems, national money orders, pension distribution and foreign exchange at all post offices of Srpske Poste, the provider of postal services in Republika Srpska. It is also the intention of Nova Banka to establish collaboration with Srpske Poste on international payments to be exchanged over the Eurogiro network and may establish similar future collaboration with other Postal or financial institutions within Bosnia and Herzegovina. Nova Banka expects to implement the Eurogiro system and go live at the beginning of 2005, and then looks forward to exchanging payments with the other Eurogiro members.



*Slavisa Rakovic,
Director and
Head of the
Eurogiro
Project, Nova
Banka*

ING Bank Slaski SA

is a universal, nation-wide bank, present in the Polish market since 1989. It is one of the leading banking institutions providing services to corporate and individual customers. Its extensive branch network creates a perfect platform for co-operation with the other entities of ING Group. The products and services offered by ING Bank Slaski are some of the most extensive in the Polish market.



ING Bank slaski was established in 1989 when the commercial activities of the National Bank of Poland were divided into nine regional banks. Following privatisation in 1994, ING became a controlling shareholder in ING Bank slaski in 1996 when it raised its stake in the bank from 25.9% to 54.1% (54.98% as of 31.12.1998). ING Bank Slaski's initial network of 36 branches, inherited from the NBP, had been expanded to 300 by the end of June 2000, and further rapid expansion towards an eventual target of several hundred is planned. ING Bank Slaski also has a highly developed network of ATMs.

ING Bank Slaski's core business is corporate banking comprising lending, deposit taking,

and a wide range of domestic and foreign settlement services. Retail banking has developed rapidly in recent years. The bank is also active on the interbank network and government securities market and is involved on a small scale in equity trading. Subsidiaries comprise a brokerage house, a leasing company, an asset management joint venture with ING, and a pension fund.

In September 2004 ING Bank Slaski, a member of ING Group, became the first Polish bank to become a member of Eurogiro. Based on the signed agreement, ING BSK is able to offer its customers, and the customers of other Polish banks, the receipt of low value payments at a very competitive price. ING Bank

Slaski is a strictly commercial bank and does not directly cooperate with Polish Post. That is why the range of its activities within Eurogiro is limited only to crediting customers' accounts. Despite these limitations, the Bank expects from its Eurogiro membership an increase in efficiency in processing payments via the Eurogiro network by eliminating expensive and time consuming middlemen. The first agreement has been signed with one of the biggest Eurogiro members, Deutsche Postbank, in order to simplify the large volume of payments being exchanged every day between Poland and Germany. ING BSK is currently in negotiation with other countries, such as Austria, France, Italy, and Belgium.

Poland joined the European Union on 1 May 2004. Its next step was then to introduce the IBAN standard, which provided faster processing of foreign payments and improved quality

Today ING Bank Slaski is one of the country's biggest banks, serving both corporate and retail customers. Its large distribution network provides good opportunities for cooperation with other Eurogiro members.

ING BANK ŚLĄSKI

Electronic Bill Presentment & Payment (EBPP) in Europe

Everyone's talking about EBPP. A glance at the situation in Europe shows that there is certainly good reason for this and that it will become a necessity in the future.



Adrian Sem, Head of Billing Solutions, Swiss Post, PostFinance

In Europe, around 27 billion invoices are sent each year, and there was never any reason to doubt that EBPP would substitute part of this volume sooner or later. Over 10,000 companies participate in an EBPP network, and some 6 million Europeans receive a total of 190 million electronic invoices. The number projected for 2005 is approx. 280 million. Some large B2C billers already reach 10-30% of their customers. This also shows that the main share of the potential total market volume is attainable.

The importance of the 2nd P (payment)

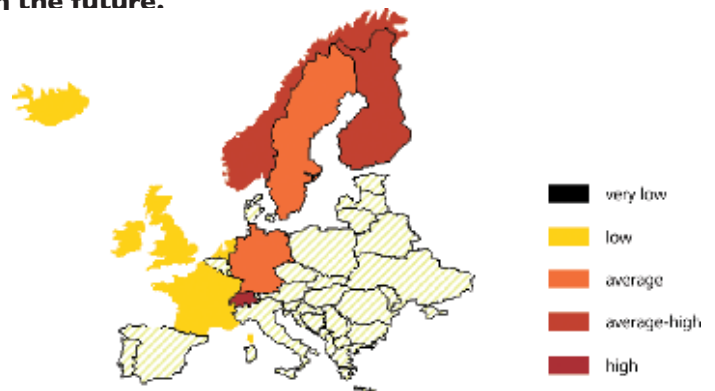
The potential of EBPP and the way it is implemented in a given country depends greatly on the preferred payment method. In the USA, for example, 70% of invoices are paid by cheque. The 2nd P is therefore one of the key factors in developing the EBPP market. In countries where direct debit is widely used, the 2nd P is of secondary importance. Consequently, the banks play a somewhat marginal role in developing the EBPP markets. One example is Germany, with an average of 50 direct debit payments per inhabitant. In Switzerland, on the other hand, with around 5 direct debit payments the 2nd P plays a more important role. The chart in figure 1 shows an overview of the use of EBPP in 2003.

Germany

In Germany, plans to use EBPP - originally initiated by the banks - could not be implemented and were largely discontinued after a short time. On the other hand, many major billers had developed in-house solutions - biller direct models - before the e-hype imploded. Today they are working on a consolidator standard. The EDIFACT standard is now relatively widely used by large companies. There is therefore no significant pressure to switch to another model.

Figure 1:

Source:
Bruno Koch, Beweco



The key players are currently First Businesspost and TietoEnator with Sealsnet, others are SIACON (Hypovereinsbank & Bayerische Landesbank), Landesbank Baden-Württemberg, Symplis and Deutsche Post. As EBPP enables costs to be cut considerably, it is only a matter of time before other providers enter the market and compete with them and with successful direct billing services, such as that provided by Deutsche Telekom.

United Kingdom

The United Kingdom is a pioneer in the direct billing segment, and virtually all major telecommunications, utilities and credit card companies operate a platform for their own online invoices. In the B2C field, the consolidator business is still in its infancy. As payment by cheque is still very common, in addition to the large number of direct debit payments, the 2nd P solution plays a key role here too. Other factors increase this even further, such as the fact that billers' reference numbers appear somewhere on the invoice in varying formats and with different names. The error rate and resulting need for follow-up enquiries is therefore high. Banks in particular have a considerable interest in promoting EBPP in the UK.

In April 2004, a merger was announced between payment provider BACS Ltd and the American EBPP provider CheckFree, and in July Lloyds TSB and HSBC also joined the project. Previously, the banks and their joint companies, APACS/BACS, had formed a

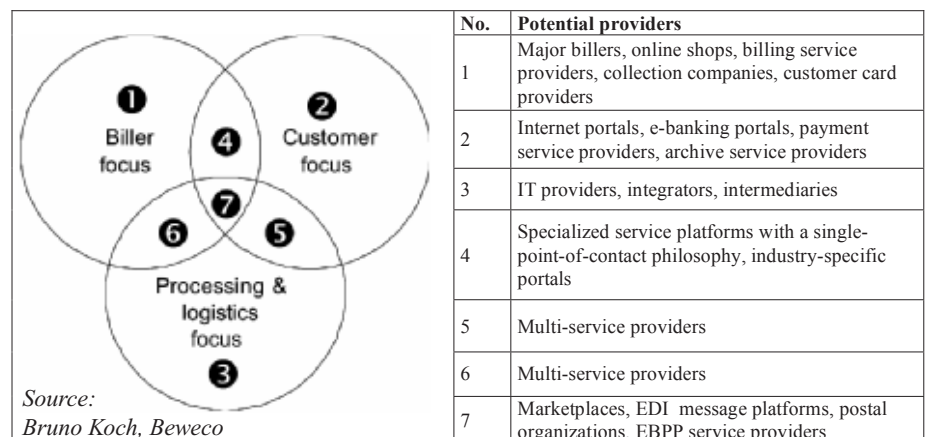
national payment network which had operated for a number of years. They have now created a secure payment infrastructure which offers ideal preconditions for rapidly developing the EBPP market.

The strongest provider is currently Open Business Exchange (OBE) with its OB10 service. Its network is growing quickly, and the company is advancing to become one of the world's leading platforms for electronic invoice exchange. OBE focuses on B2B and globally active companies. The number of network participants grew from 30 in 2002 to 650 at the end of 2003, rising to around 4,000 in mid-2004, of which about half were in the UK and Europe.

Not everything called EBPP really is EBPP

Unfortunately, the market is not very precise when it comes to names. A service is often called a consolidator service even if different billers do not use a common database for invoices. Instead, it is a billing service provider with an aggregation filter. The numerous paper-to-data and archiving services for invoices, termed incoming invoice processing, are often referred to as EBPP. To provide a clear overview, Bruno Koch, Beweco, developed the following model as seen in Figure 2.

Figure 2:



Postal Financial Services in Hungary

Hungarian Post, Eurogiro and the International Postal Money Order at a glance.

■ The Hungarian Post employs 37,000 people - including 13,000 delivery men - and provides a service through 2,800 postal locations for the 10 million population. Postal financial services yield one-third of Hungarian Post's annual income and the main financial services are payment services, savings (including treasury bonds) and insurance.

Ever since the Hungarian Post joined Eurogiro, the main focus has always been to build up cooperation with other members. To date, the Hungarian Post has signed contracts with thirteen Eurogiro members from the following countries: Austria, Belgium, Croatia, Czech Republic, Greece, Germany, Japan, Luxemburg, Portugal, Romania, Switzerland, Slovakia and Turkey. The Post is also very interested in launching the payments service with other countries and is focusing on the following: Canada, France, Spain, Israel, Ireland, Netherlands, Poland, and United Kingdom.

Nowadays the primary aim of the Hungarian Post is to increase public awareness of the

service. Payments via the Eurogiro network are provided to customers in the form of



International Postal Money Orders. From experience, it is clear that it is important for customers to receive a reliable and quality service at a favourable price. This is

communicated to customers through a recent marketing campaign that aims to focus public awareness on the international money transfer service offered through the Hungarian Post.

The International Postal Money order service is offered at 100 postal locations and it is planned to increase this number in the future.

In order to meet customer demand, the Post is also planning to make available the 'BEN' and 'SHA' payment options, as well as the current 'OUR' option. The Tele Money Order Service - TMO - will also be implemented, and the Service Level agreement was signed with Eurogiro in June 2004.



Postal Financial Services in Turkey

Since 1901, Turkish Post has offered postal financial services such as money order, postal cheque, and exchange of foreign currency.

■ It was in 1960 that Turkish Post started to operate international postal services covering paper based money orders, electronic money orders, cash on delivery and travellers' cheques.

In recent years, Turkish Post has improved its financial services by signing agreements with some international institutions such as Eurogiro and Western Union. Turkish Post has also diversified its products that are offered through 3,500 post offices, of which 105 were automated by the end of October 2004.

In addition, being conscious of customer awareness, Turkish Post has started to promote its international transactions carried out through Eurogiro and Western Union networks.

In this context, a large number of posters, leaflets, stickers and advertising for the electronic and instant cross-border payments of Turkish Post have been created. These advertising materials, bearing the logos of Turkish

Post, Eurogiro and Western Union, have been displayed in the Post Offices, as well as being distributed by post to households all over Turkey and sent to many Turkish people working abroad.

As a result of these activities, an increase in cross-border payment traffic, both for incoming and outgoing, is expected in the near future.

Examples of promotional material developed by Turkish Post



Network connection to SWIFT - a tough choice of partner

Today many banks and financial institutions are facing a tough decision: How to get connected to SWIFT in the best possible way?

■ The IP-VPN network infrastructure that SWIFT has installed provides a strong set of benefits to clients both in terms of savings and performance improvements. But it also raises the crucial question of finding the right networking partner to team up with.

How experienced is my partner?

Does my provider cover all the countries and regions I am represented in, do they have a support structure that ensures consistency and performance over time, and do they have the capacity to handle all our users around the world? Questions like these are bound to be raised by managers and in boardrooms around the world, and the choice of partner doesn't get any easier if the business is evolving and in a constant state of flux.

Eurogiro's networking partner, Equant, is one of the most experienced global network providers in the market today. Banks and financial institutions from more than 36 countries have already selected Equant to provide their connections to SWIFT and that number is growing rapidly.

SWIFT connections in 140 countries

Equant connects more than 1,700 customers on a daily basis to the SWIFT backbone and the number is rising. Equant can deliver SWIFTNet connections in more than 140 countries, fully supported by local service teams.

Deployment of the network is a major concern to many international companies as the necessary technical competencies are rarely available at a local level. Training your own staff is one option but an increasingly popular choice is to use a specialized partner. For example Equant has more than 3,300 consultants around the world who help SWIFT members to migrate, implement and manage their networks. The services include maintenance of SWIFT's Cisco routers, encryptor boxes and card readers.

Apart from being Eurogiro's networking partner, Equant is widely recognized as the industry leader in IP-VPN services. More than 1,200 multinational companies and organisa-

tions today use Equant's MPLS based VPN to fulfill their networking needs.

For more information about how to get connected to SWIFT please contact:

Your local Equant sales office or

Steen Damsgaard, Key Account Manager,
Equant, phone: +45 35 29 00 00
e-mail: steen.damsgaard@equant.com

Equant regularly arranges workshops for customers who are interested in learning more about SWIFT and related services. Contact Steen Damsgaard for further details.

See also: www.swift.com and www.equant.com



Dirk Berensmann, Managing Director of IT and Operations, Deutsche Postbank

■ Deutsche Postbank has launched its new software for consumer lending. From today, the program, which was developed jointly with SAP, will be used to process all mortgage lending and annuity loans for Postbank's private customers. "This launch marks a further milestone in the development of our transactions platform, opening up additional cost synergies in retail business. At the same time, we can now offer other institutions services for processing annuity loans and mortgage lending as well as services for payment transactions and checking account management," emphasized Dirk Berensmann,

Deutsche Postbank launches new loan software

Cost Synergies in Retail Business/Greater Range of Services in Transaction Banking.

Managing Director of IT and Operations, Deutsche Postbank.

Postbank developed the new credit software together with the Walldorf-based software developer SAP. Originally, the SAP program provided a tool for managing mortgage lending, which is already being successfully used at Postbank. By extending the program to cover annuity loans, Postbank now has at its fingertips a joint SAP platform for its entire retail lending business. As a result, cost synergies can be leveraged in future maintenance and further development of the program. The program has full multi-client

capability and thus extends Postbank's repertoire as a service provider for other banks.

The smooth roll-out began with a two week pilot in July, which included up to 50 branches. Early in August, new customer business began using the SAP software and in September, almost 150,000 existing annuity loan agreements were transferred to SAP. These account for a credit volume of around EUR 1.1 million. In cooperation with SAP, Postbank will continue to develop the transaction platform. In future, savings accounts will also be managed using SAP.



Pakistan Post and Western Union: The rise of a remarkable collaboration

Pakistan Post (PPO) and Western Union developed a strategic relationship in June 2002. Since the two organisations entered into their agreement, the relationship has proved mutually beneficial, with business flourishing for both Western Union and PPO.

A natural synergy to a successful relationship

When assessing why such a relationship is so successful, one answer can be found in the structure of the PPO and its central position in Pakistani society and daily life. PPO is one of the largest financial institutions in the country with more than seven million people interacting with it everyday. In the same way as the PPO is an organisation, permeating the most unattainable areas of the country, Western Union aims to reach all corners of Pakistan. The customer focused approach of PPO's employees has resulted in a strong and loyal customer base throughout the country, which is very much in line with Western Union's philosophy. This is very important in a country with 145 million people and five million expatriates living abroad, sending a total of US \$7-10 million home in remittances (Source: State Bank of Pakistan).

The relationship is mutually beneficial as PPO's 150 year history means that it is an instantly recognisable and widely trusted brand amongst the country's citizens. This has helped Western Union to quickly develop a strong presence and positive image in the country as it provides PPO's customers with a fast and convenient international money transfer service.



Examples of success

Examples of success achieved as a result of such a union can be clearly identified. Primarily, Pakistan's rising trend of inward remittances using Western Union services through the postal outlets demonstrates how the people's trust has developed, particularly as the company offers prompt payments. Secondly, PPO is continuously striving to open more outlets in rural areas where the Western Union money transfer service is being made available, and is consequently helping to remove geographical barriers for many customers.

One of the unique ways that PPO and Western Union have raised awareness of their services throughout the country is the use of flotillas (see picture). These floats built on trucks, co-sponsored by PPO and Western Union, have travelled through 45 cities across Pakistan for over 65 days and have helped establish and reinforce the Western Union and PPO collaboration for money transfers in villages and small towns.

Providing a reliable service

Western Union has established itself in Pakistan through powerful collaborations with two of the leading institutions of Pakistan - Pakistan Post Office (PPO) and National Bank of Pakistan (NBP) - and working with them has helped to improve the channels



Western Union and PPO inauguration ceremony



Western Union "flotilla" in Rawalpindi

for domestic and international money transfers in the country. In 2001/2002 fiscal year the amount sent home to Pakistan in remittances was approximately US \$2 billion (Source: State Bank of Pakistan). However, Western Union's positive presence has meant that money transfers increased to over US \$4 billion in 2002/2003 fiscal year (Source: State Bank of Pakistan). Clearly this is not only a successful relationship but one that has made a positive economic, financial and social impact on Pakistan and its people.



Eurogiro Board Meeting in Luxembourg

P&T Luxembourg were excellent hosts for the Eurogiro General Meeting and Board Meeting held on 29 October 2004.



Eurogiro Board Meeting October 2004 in Luxembourg

The Managing Director reported on the financial results, which were significantly above expectations, and gave a brief overview of the successful developments in the Eurogiro business. The member base continues to grow, transaction volume for the first three quarters of 2004 was above expectations, and technical development to support the alliances with Federal Reserve Bank of the US, SWIFT, Western Union, Visa and UPU is on schedule. The Director's report was approved by the Board, as were the various topics filed for decision.

Among the most important topics for decision was the strategy plan for 2005. The objectives for 2005 will be to further develop Eurogiro's role as a gateway provider, developing the Eurogiro solutions and co-operation as ways of linking different products, geographical areas, networks, alliance partners; all this whilst functioning as a link between the postal and the banking worlds. Overall,

Eurogiro combines existing systems of the alliance partner and the Eurogiro member and links these via Eurogiro to provide unique solutions.

In 2005 a revised IT set-up with a recoded application will be implemented, the sales efforts will be intensified towards postal organisations and in particular towards banks due to the SWIFT Eurogiro Closed User Group solution, and renewed focus will be given to further enhance the quality through various initiatives involving all members.

The Board also agreed that the Company should enter into a service agreement with

the Eurogiro sub-club initiative. This new sub-club initiative will become a very important factor in the future development of the business, providing new opportunities to connect mass payment handlers to the Eurogiro Network.

The meeting confirmed the continued positive development in Eurogiro and the strong support from the Board of Directors. A warm thank-you was expressed to P & T Luxembourg for organising the events and for their excellent hospitality.

As an example of an organisation that is currently considering membership of Eurogiro, we have below a short contribution from Kazakhstan Post



The services of Kazpost continue to be the most accessible means of communication in Kazakhstan.

JSC "Kazpost" - the National Operator of Postal Communication, represents the Republic of Kazakhstan in the Global Postal Community. At the XXIII Congress of UPU, Kazakhstan was elected to the Council of Administration. Arken Arystanov, Chief Executive of the Board of JSC "Kazpost", emphasised: "Membership of the Council of Administration will allow Kazakhstan to carry out activities directed towards the development of technical cooperation between less developed countries, to influence priorities and principles of UPU activity in the field of technical aid, development of HR and training. As members of the Council of Administration we intend to promote the development of cooperation, the improvement in postal service quality, and its modernisation".

Kazpost offers a wide spectrum of postal, financial, agency and other services and is the most established and respected network in Kazakhstan, covering the entire republic.

Today more than 17 thousand people work in Kazpost. Annually Kazpost delivers to the citizens of the republic more than 117 million items of newspapers and magazines, registers more than 780 thousand remittances, processes about 5 thousand letters daily, and delivers more than 19.5 million units of pensions and allowances within a year. Today, Post of Kazakhstan works on the introduction of new services alongside a traditional set of services, in order that people can get access to the Internet, and to services of electronic, hybrid and accelerated mail in any of its 3,280 branches. In 2004 Kazpost intends to issue the National Payment Card. Initially it will be available for use in large cities where Post will site ATMs. Kazakhstan Post offers the widest spectrum of financial services among the CIS countries, including receipt of deposits, settlement – cash services, electronic money transfer, agency services on micro-crediting, and receipt of housing – construction savings from the population.



Bucharest. XXIII UPU Congress. Standing from the left to the right: Charge d'affaires of the Republic of Kazakhstan in Romania E.Zhusupov, Chief Executive of the Board of JSC "Kazpost" A. Arystanov, UPU Director General E. Dayan with his spouse.

Activity Calendar Winter-Spring 2005

29 - 30 April 2005

Eurogiro Board Meeting, Amsterdam

1 - 3 June 2005

General User Group Meeting, Lisbon



Subjects to be covered in the next issue:

- ◆ UPU - after the Congress
- ◆ New cheque services
- ◆ Equant news
- ◆ Update on Eurogiro alliances
- ◆ New Eurogiro members
- ◆ Eurogiro sub-club initiative

Please forward ideas, comments, articles etc. to:

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